

ABSTRACT**METHOD AND SYSTEM FOR MONITORING SERVICE QUALITY
IN A RESTAURANT**

5 A method and system for monitoring service quality
in a restaurant are disclosed. Multiple sensor modules are
installed at each table of a restaurant for detecting
restaurant customer service related information. The
10 detected restaurant customer service related information is
transmitted, preferably, over-the-air to a central computer
unit having a receiver for receiving the detected restaurant
customer service related information transmitted by the
sensor modules over-the-air. A display monitor, coupled to
15 the central computer unit, can be utilized to display the
detected restaurant customer service related information
received by the receiver to a restaurant manager in a
real-time basis regardless of whether the restaurant manager
is present at the restaurant or at a remote location.